

Troubleshooting - Can not access DWL-G710 on 192.168.0.30

Please note that when accessing the device's Web interface via <http://192.168.0.30> you are **not** accessing some web site on the Internet. The device's configuration pages are built into the device. You do not have to be online to get to those pages, you just need to be connected to the DWL-G710. Please also make sure all the Anti-virus/firewall software on your computer, especially Norton, is disabled before you access <http://192.168.0.30>

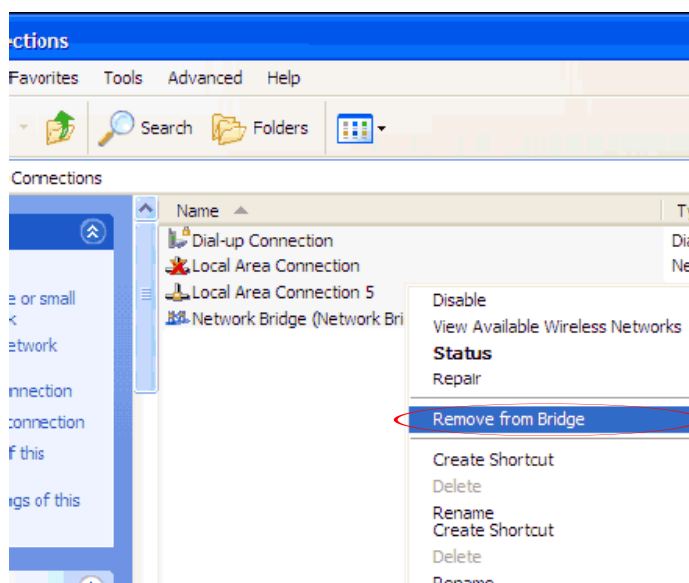
Step 1. Connect your computer's network port to your repeater's **LAN** ports (Ethernet ports) using a network cable.



Verify physical connectivity by checking for solid link lights on the LAN ports of the device. If you do not get a solid link light, try using a different cable or connect to a different port on the device if possible. If the computer is turned off, the link light may not be on.



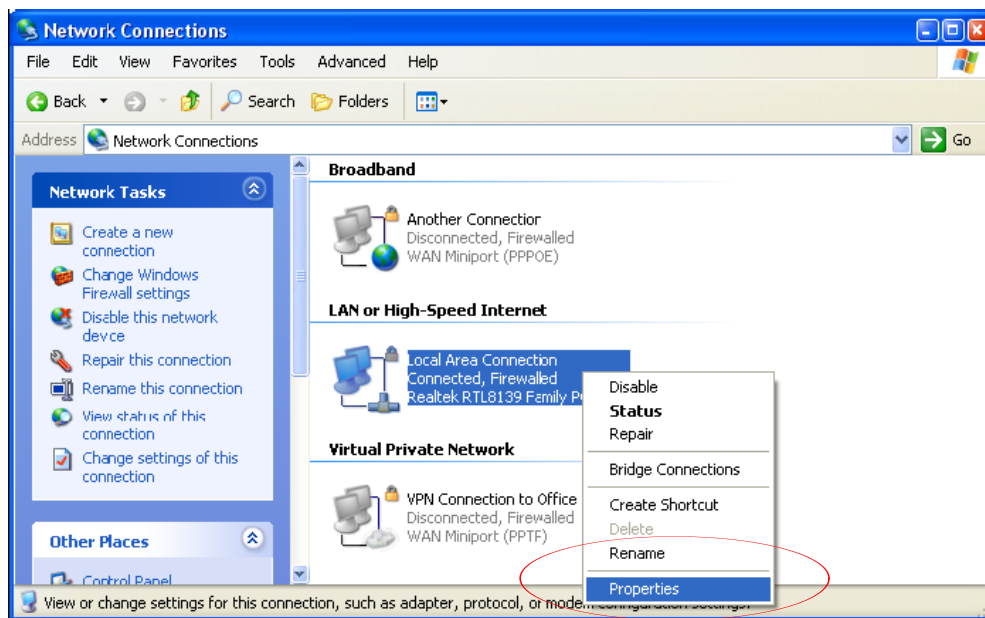
Step 2. Under **Control Panel > Network Connections...** make sure that your **Local Area Connection** is enabled and not bridged with any other connection. If you see any icon there which is called "Bridge" - delete it. If you see your **Local Area Connection** marked as "Bridged" - right-click and select "**Remove from Bridge**".



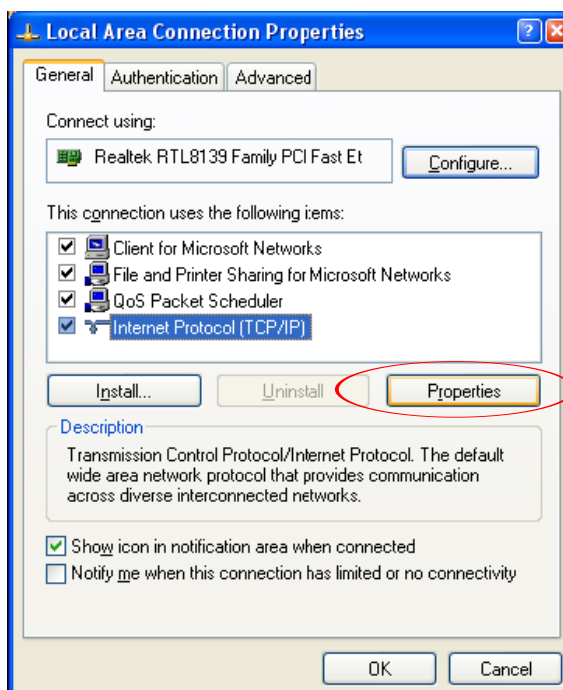
Step 3. Check your IP address. Your computer must have an IP address in the same range of the DWL-G710

Set your computer with static IP address:

Go to **Control Panel > Network Connections > Local Area Connection > Properties:**



Select **Internet protocol TCP/IP** and click on **Properties:**



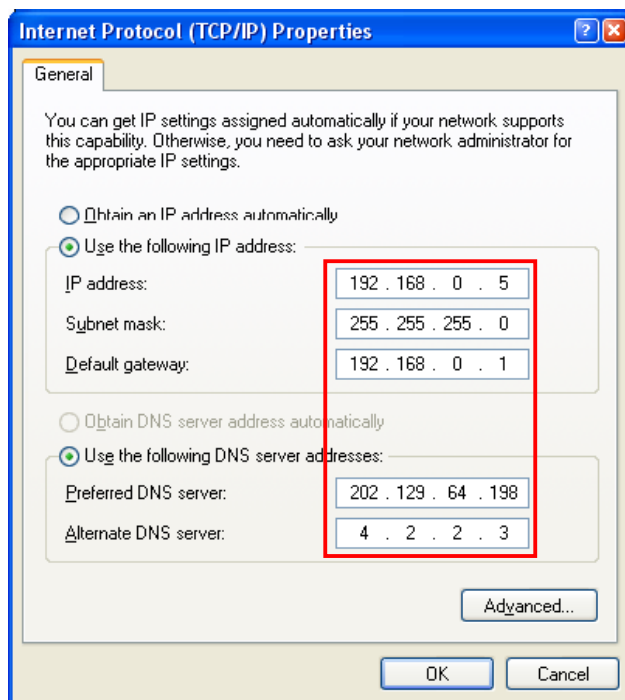
Select the "**Use the following IP address**" and "**Use the following DNS**" options. Specify the TCP/IP settings you want to use:

IP address: 192.168.0.5

Subnet mask: 255.255.255.0

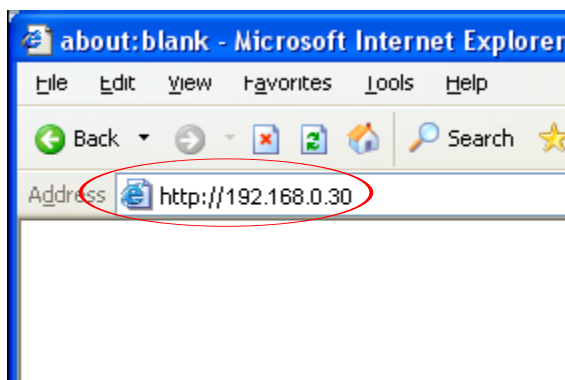
Default Gateway: 192.168.0.1

Preferred/Alternate DNS: 202.129.64.198 / 4.2.2.3 (or whichever your provider is using).



Click on **OK** and then **OK** again.

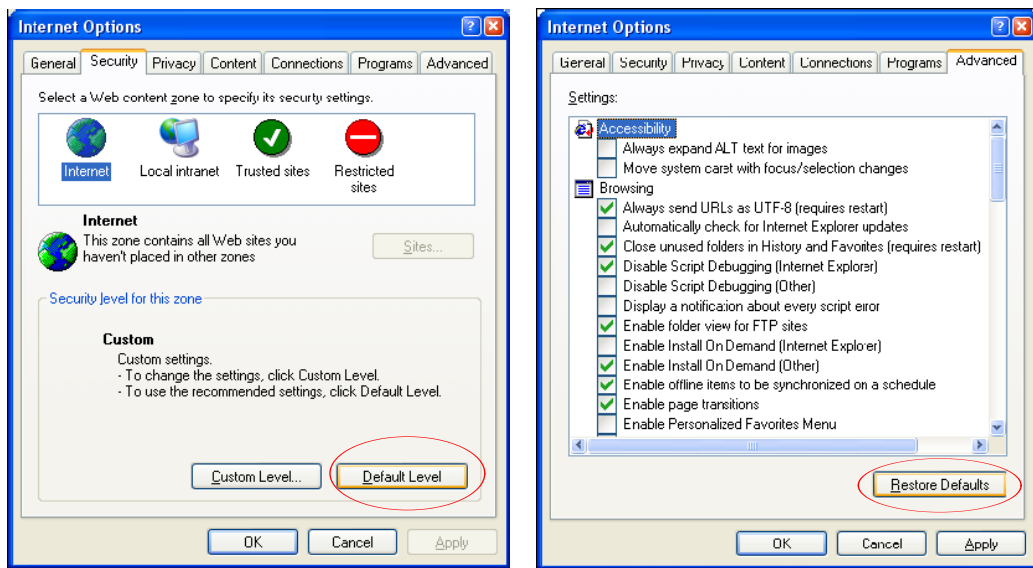
Try to access the DWL-G710. Open Internet Explorer and type **192.168.0.30**



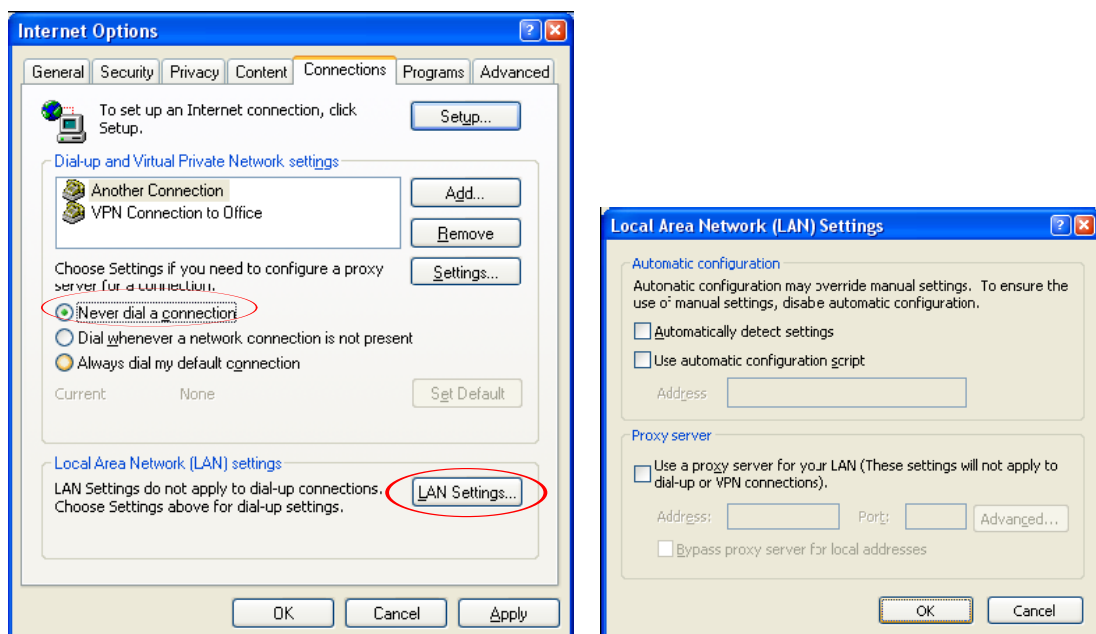
Step 4. If unsuccessful in accessing the device's configuration pages, please reset the DWL-G710. Here is how to reset it: while the device is powered on, press and hold the Reset button for 10 sec. Release the button and wait until the device boots up (1 min). Try to log into it again.



Step 5. Check your Internet settings. Go to **Control Panel > Internet Options**. From the **Security** tab, click the button to restore the settings to their defaults. Go to the **Advanced** tab and click the button to restore these settings to their defaults.



Click to the **Connections** tab and set the dial-up option to "**Never dial a connection**". Click the **LAN Settings** button. None of the options should be selected. Click **OK**. Click **OK** out to the desktop and close any open windows.



Restart Internet Explorer and try to access the device.

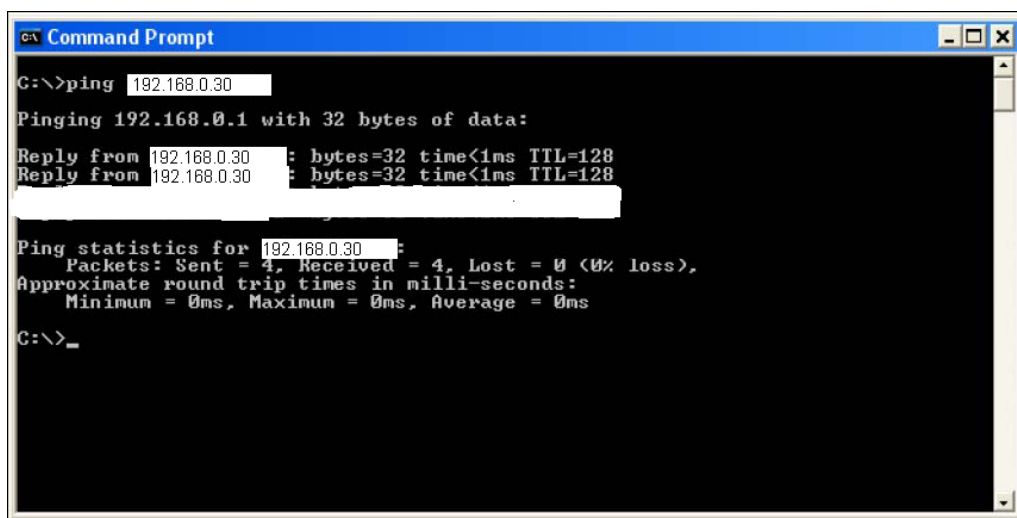
Step 6. Disable any Internet security software running on the computer. Software firewalls like Zone Alarm, Black Ice, Sygate, Norton Personal Firewall, etc. might block access to the device's configuration pages. Check the help files included with your firewall software for more information on disabling or configuring it.

Step 7. If you still cannot log into the DWL-G710:

- Recycle the power on the device. Switch the power off. Wait 20 to 30 seconds. Switch the power on and wait for the lights to stabilize.

- Restart the computer.

- Go to: **Start > Run>** type "**cmd**" (without quotes) > **OK**. In the DOS window type: **ping 192.168.0.30** and press **Enter**. You should see "**Reply from...**" messages.



If your ping was successful, attempt again to access the device's configuration page.

Try these options in the address window.

192.168.0.30

http://192.168.0.30

http://192.168.0.30:88

If you cannot ping the device check your IP settings. In the DOS window type "**ipconfig**" (without quotes) and press Enter. The IP address on your network adapter should be in the 192.168.0.x range. Type "**arp -d**" (without quotes) and press Enter. Repeat this command several times until you get "**The specified entry was not found**" message. Try to access the device again.

Reset the device. Try using another computer.